Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Labor Commission	37 11	37 11
Customer Company Total	37 11	37 11

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Labor Commission	37 3	37 3
Customer Company Total	37 3	37 3

DTS Enterprise Incident Report

As of **2/1/2011**

<div style="border:1px solid black; display:inline-block">

Labor Commission

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Labor Commission	37 0.60	37 0.60
Customer Company Total	37 0.60	37 0.60

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Labor Commission	37 2	37 2
Customer Company Total	37 2	37 2

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**	
	Low	**ATTR Total**
Labor Commission	37 1.52	37 1.52
Customer Company Total	37 1.52	37 1.52

Labor Commission

Detail

INC000000237519	Karla Staker	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Tracy Goble	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239638	Alicia Zavala-Lopez	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239913	Alicia Zavala-Lopez	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240337	Alan L Hennebold	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240339	Aurora Holley	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000240828	Cheryl Luke	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.09
	Rural South Desktop Support	Ryan Bennett	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000240846	Terri DeVries	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241198	Blaine Holdaway	Network	Incident	Data Synchronizer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241341	Erin Latta	Application	Error	None		TIR Missed: No	TIR:	0.51
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	2.89
INC000000242074	Kenney Christensen	Application	Error	Symantec AntiVirus		TIR Missed: No	TIR:	0.52
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	2.64
INC000000242075	Kenney Christensen	Application	Error	Symantec AntiVirus		TIR Missed: No	TIR:	0.63
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	2.64
INC000000242076	Kenney Christensen	Network	Incident	None		TIR Missed: No	TIR:	0.26
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.68
INC000000242695	David Lamb	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.79
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.79
INC000000244126	Micheal Pedersen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245678	Jerry Pincock	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.82
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.82
INC000000245961	Dave Bloomfield	PC/Laptop	Password	None		TIR Missed: Yes	TIR:	8.29
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: Yes	TTR:	8.29

Labor Commission

INC000000246186	Brian Stewart	Telecom	Area Code	None		TIR Missed: No	TIR:	0.61
	Voice Operations	Julie Sabato	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000247467	Jamie Kittrell	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000249090	Alicia Zavala-Lopez	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.26
	Voice Operations	Lois Schow	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.52
INC000000249096	Ami Windham	Application	Reporting	None		TIR Missed: No	TIR:	0.19
	Application Services	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000249459	Shaheen Safiullah	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.87
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	2.13
INC000000250088	Mark Leblanc	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251463	Joy Lawrence	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.02
INC000000251778	Lorrie Lima	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000252390	Loretta Woodmansee	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.16
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.96
INC000000252416	Heather Gunnarson	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.86
	Application Services	Tony Larsen	Labor Commission	Low	Resolved	TTR Missed: Yes	TTR:	20.88
INC000000252485	Mark Leblanc	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000252785	Izzy Luna	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	3.74
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	3.74
INC000000252884	Bobbi Smith	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	
INC000000253087	David Lamb	Application	Reporting	None		TIR Missed: No	TIR:	0.34
	Network Operations	Dave Bodily	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000253259	Rich Lunde	Application	Reporting	None		TIR Missed: No	TIR:	0.60
	Metro A Hosting	Keith Scholl	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.60
INC000000253313	Rick Sturm	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000253350	David Lamb	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.05

DTS Enterprise Incident Report

As of **2/1/2011**

Labor Commission

INC000000253482	Shaheen Safiullah	Application	Error	None		TIR Missed: No	TIR:	0.62
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.62
INC000000254118	Kate McNeill	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.16
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.86
INC000000254197	Dave Bloomfield	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255395	Jamie Kittrell	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.94
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.94